

APPLICATION FORM FOR DOORSTEP BANKING

Date:

From:

Name of the Customer:

Address: _____

(As registered with the Bank)

To,

The Branch Manager,
State Bank of India,
Branch.....

Sir/Madam,

I am maintaining a Savings Bank A/c No.

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 in your branch. I wish to avail the doorstep banking facilities in the above-mentioned account.

2. I affirm and declare that I have read and understood the Term and Conditions related to Doorstep banking facilities offered by State Bank of India on payment of service charges decided by the Bank from time to time.

3. I understand that Doorstep banking facility is provided by the bank to only Senior Citizens 70 years and above or differently abled persons. Since I am _____ years old, / differently abled (please tick the appropriate option). I confirm that I am eligible to avail such services and the Bank may debit my account with the applicable charges. The bank may revise the charges from time to time. The current service charges are Rs 60/+GST & Rs 100+GST per transaction for non-financial transactions and financial transactions respectively.

Yours faithfully

(Signature/thumb Impression)
Account holders

verified

Place:

Date: _____ Branch Manager/Authorised Person of the bank

Terms and conditions:

The following Terms and conditions shall be applicable for Doorstep Banking service:

1. The Doorstep Banking process shall be available for the following set of customers.
 - (a) Senior Citizens of more than 70 years of age.
 - (b) Differently abled or infirm persons (having medically certified Chronic illness or disability) including those who are visually impaired.
 - (c) Any other customer as decided by the Bank from time to time.
 - (d) The registered address should be within 5 Kms from the Home branch. The service will be rendered at the registered Address which is recorded at the linked account level.
2. The customer accepts and acknowledges that the doorstep banking services ("Services") may be provided by SBI ("Bank") with the involvement of any of its officers/ Staff / any courier or other duly authorised third party service provider (" Agent"), and the customer hereby authorises the Bank to appoint, as the Bank deems necessary, any Official/ Staff / Service Provider who will act upon the instructions of the Bank to provide the Services to the customer on behalf of the Bank. The Customer would authorise the bank to share such details with the Official/ Staff/ service provider as would be necessary to render the service.
3. The charges for the provision of the Services, including revised charges, if any, will be debited from the customer's account without prior notification to the customer. The charges may be revised from time to time by the Bank with a 30 days' notice to the customer. Such changes will be given effect only 30 days after the issue of notice through any of the medium as given below.
 - Displaying on the Bank's website – www.bank.sbi
 - Displaying on the Notice Board at the Branches
 - Sending SMS/e-mail to the registered mobile number/e-mail id.
4. Customer does not entail any legal or financial liability on the bank for failure to offer doorstep services under circumstances beyond its control.
5. The registration for Doorstep Services should be done only at the Home branch.
6. For cash pick-up/delivery, the limit will be Rs 20,000/- per instance (subject to change by the bank from time to time) and the applicable charges for the services offered.
7. Customer needs to share an ID proof and the service request number with the Official/ Staff / service provider.

- 8 Customer should also verify the details of the representative of the Agent or the Official (with his ID Card if any).
- 9 Calls for Doorstep services will be accepted at the Home Branch/Contact Centres during business hours. The delivery would be completed on best effort basis (holidays excluded).
- 10 The Services shall be subject to the terms, conditions and covenants of the agreement between the Bank and the customer.
- 11 The Customer may request for cancellation / modification of a relevant service request/ instruction 4 hours before the appointed time. In such case no charges shall be recovered.
- 12 Only one service request will be accepted per day. (It may include multiple tasks in one request eg. Pick-up of cheque along with form 15H, Cheque requisition slip, cash pickup and cash delivery, etc). In case of one service request comprising of multiple tasks including both financial and non-financial transactions, applicable charges shall be Rs 100/+ GST
- 13 Withdrawals can be made in multiples of Rs.100/.
- 14 In case of unsuccessful transactions due to breach in daily transactions limits set by the Bank, the applicable service charges for the same shall be recovered.
- 15 The Door-step services should be seen only as an extension to regular banking services offered by our Bank and hence liability of the Bank remains to the same extent as if the transactions were conducted at the Branch.
- 16 In case of transfer of account from one branch to another, a fresh registration for Doorstep Banking services is to be made at the transferee branch.
- 17 In case of change in Terms and conditions, the same shall be displayed in the Branch Notice Board and/or website bank.sbi.

Signature/thumb Impression of Account holder